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Application No.: 09/645,014  
Office Action Dated: January 29, 2004

PATENT  
REPLY FILED UNDER EXPEDITED  
PROCEDURE PURSUANT TO  
37 CFR § 1.116



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

**Paul J. Lucas; Chris J. Hillery;  
Wesley N. T. Pope**

Confirmation No.: 1899

Application No.: 09/645,014

Group Art Unit: 2124

Filing Date: August 23, 2000

Examiner: John Q. Chavis

For: Remote Software Installation And Maintenance

EXPRESS MAIL LABEL NO.: EL 969189186 US  
DATE OF DEPOSIT: May 20, 2004

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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MAY 25 2004

Technology Center 2100

Sir:

**REPLY PURSUANT TO 37 CFR § 1.116**

In response to the Official Action dated **January 29, 2004**, reconsideration is respectfully requested in view of the amendments and/or remarks as indicated below:

- ☐ **Amendments to the Specification** begin on page            of this paper.
- ☒ **Amendments to the Claims** are reflected in the listing of the claims which begins on page 2 of this paper.
- ☒ **Amendments to the Drawings** begin on page 10 of this paper and include an attached replacement sheet.
- ☒ **Remarks/Arguments** begin on page 11 of this paper.